

**WHAT IS CLAIMED IS:**

1           1.       A configurable system for communicating via multiple communication  
2 channels of different media types comprising:  
3 a plurality of channel drivers, each channel driver of the plurality of channel drivers  
4           for communicating with a corresponding communication channel of a plurality  
5           of communication channels, at least two of the plurality of communication  
6           channels having different media types;  
7 a plurality of commands, each command being associated with a channel driver of the  
8           plurality of channel drivers;  
9 instructions for providing a user interface for specifying an outbound communication  
10          channel to perform an outbound command of the plurality of commands, the  
11          user interface comprising a plurality of user interface objects, each user  
12          interface object being associated with a command;  
13 instructions for determining an outbound channel driver of the plurality of outbound  
14          channel drivers to issue the outbound command to the outbound  
15          communication channel;  
16 instructions for sending the outbound command to the outbound channel driver for  
17          issuing the outbound command to the outbound communication channel;  
18 a database comprising:  
19          a command table comprising a plurality of command records, each command  
20          record representing a command of the plurality of commands;  
21          a channel driver table comprising a plurality of channel driver records, each  
22          channel driver record providing a location of a channel driver file  
23          name for one of the plurality of channel drivers; and  
24          a user interface object table comprising a plurality of user interface object  
25          records, each user interface object record corresponding to a command  
26          record of the plurality of command records of the command table;  
27 instructions for associating a command of the plurality of commands with a user  
28          interface object of the user interface object table, wherein the activating the  
29          user interface object issues the associated command.